

Field Report

Customer: Fleet Readiness Center
MCAS
Cherry Point, NC
Contact: Sarah Singleton
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Email: sarah.singleton@navy.mil

Date: 24 Jan. 2012

Project #:
Sales Order #: 16458
Serial #: 103501
Model #: SDC-5-4

AEI Crew: Bill Boisvert, Rodney VanDeWalker, John Keffer

SCOPE OF PROJECT: Installation – Service – (Warranty) – Demo – Delivery - Engineering

- 1) Check out pulse system and found that all valves were wired to the wrong control section.
- 2) Rewired all valves so that manual pulse buttons for "ALL" fan operated the valves for that fan.
- 3) Relabeled all wired to match correct location.
- 4) Checked fan start and stop to ensure that it was all correct and all fan were fine.

NOTE: We were happy to help with this problem but it should be noted that Avani Environmental did not do any of the assembly wiring. The contractor that installed the booth did not take care to ensure that the units were wired correctly. This should have been fixed by that contractor, but as stated we were happy to assist you in this matter. We are still considering this as warranty work, at no cost to the government.

Thanks,

Bill Boisvert

Bill Boisvert - Cell (919) 971-3910
Project Manager – Avani Environmental Intl.
E-mail bboisvert@avanienvironmental.com

CUSTOMER REMARKS: Thank You for your assistance. This call was based on the recommendation of the engineer that this was a warranty issue that would have been covered by Avani. I truly appreciate the fact that you are not charging the government for this visit even though you had not performed any of the assembly wiring. Hopefully we do not anymore problems, but if we contact you for service and upon inspection you determine the repair is not covered under your warranty, please stop work and notify me immediately.

Customer Signature: *Sarah Singleton* Date: 18 May 2012
Title or Department: *Winterance Services Assistant*